



City of Rochester, New York
Department of Environmental Services

2010-2011

At Your Service

Guide to Commercial &
Multi-Family Refuse Collection

CHESTER
chester.gov

**Delivering
Excellence
in Service
Everyday**



Message from the Mayor

Dear Commercial Refuse Customer:

Providing you with excellent service is our mission. A clean and healthy environment improves the safety

of our city and creates a good atmosphere for education and economic development. I am proud of our Environmental Services team. They work hard year-round to provide the best public works you'll find anywhere.

This issue of ***At Your Service... 2010-11 Guide to Commercial & Multi-Family Refuse Collection*** is your handy source of information, guidelines and important dates that will help you make the most of city living. If you have a general comment or question, please call **311** or outside of the city, call **428-5990**.

Sincerely,

Robert J. Duffy, Mayor



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Customer Satisfaction is Our Number One Goal!

Along with our dedicated team of drivers and collectors, our office staff is happy to review your current account for improvement opportunities, or to address any issues you might be having with our service. Our staff is committed to providing personalized, friendly service that assists you with your needs each time you call, fax or email us. You may also visit our website at: **www.cityofrochester.gov/commercialrefuse** for additional information.

Call 428-6928 or Fax 428-6125

commercial.refuse@cityofrochester.gov

Spanish-speaking representatives available



For other public works services: Call 311 or outside of the city, call 428-5990 TTY 428-7600

Bridge Maintenance, Dead Animal Removal, Graffiti Removal, Leaf Collection, Parking Meters, Pothole Repair, Snow and Ice Removal, Street Construction, Street Lighting, Street and Sidewalk Repair, Street Sweeping, Tree Maintenance (City-owned), Vacant Lot Maintenance, Water Billing, Water Emergencies, Water Meter Reading, Water Quality

We Are Open 24-Hours-A-Day

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Delivering Excellence in Service is Our Mission!

The City of Rochester's Solid Waste Management Division offers complete and comprehensive refuse and recycling collection services. We will schedule your collection to meet your needs. All materials set out for collection must be accessible by 6:30 a.m. on your scheduled days. Call **428-6928** for further information.

Available Refuse & Recycling Containers:

- 95 gallon wheeled carts
- 2, 4, 6 and 8 yard containers
- 15 to 30-yard roll-off containers

Bulk Refuse

Occasional bulk collection is provided for no additional fee. Customers with curbside collection must place bulk, appliances, items and excess bags of trash on the curb lawn by 6:30 am on your scheduled collection day.

Customers with on-property collection may have these items serviced at the collection point if the refuse vehicle normally accesses the container (s) on the property. If the containers are wheeled to the vehicle and returned to the property, bulk appliances, items and excess bags of trash must be brought to the curb lawn. All items must be at the collection point by 6:30 am on the scheduled collection day.

Yard Debris

Place small quantities in your refuse receptacle. Service for larger landscaping projects is available for a reasonable fee with a boom truck or roll-off container. These services are just a phone call away.

Illegal Dumping

Illegal dumping is a serious offense that is harmful to our community. Refuse placed in front of a residence or business must be generated by that residence or business. It is illegal to place business or household refuse or recycling on public property, in a right-of-way or in a public litter receptacle.

If you see illegal dumping taking place, please report it. Get a license plate number and a description of the vehicle and operator and call **311** or outside of the city, call **428-5990**. You could receive a \$100 reward upon conviction and redress.

Recycling

Everyone should be recycling but not nearly enough do it. Recycling is a simple way to leave a better world for our children.

We encourage and promote recycling as a sound business practice. For a list of items accepted, see page 6. We offer specialized recycling services to assist our customers in recycling to the fullest extent. *(These services are listed on page 15.)*

Recycling Guidelines

Container Recycling:

- aerosol cans (except empty pesticide or paint cans)
- drink boxes
- glass beverage containers
- metal cans
- milk and juice containers
- plastic containers with #1 or #2 imprint

Paper Product Recycling:

If it started as a tree, it's recyclable

- advertisements/junk mail • books
- boxboard and flattened corrugated
- brochures • catalogs • carbonless forms • card stock • colored paper
- computer/copier paper • craft paper
- envelopes • file folders • flour or sugar bags (paper) • glossy paper
- glued notepads • legal pads • letters
- magazines • notebook paper
- pamphlets • post-it notes • receipts
 - shredded paper
 - tissue boxes



Holiday Collection Schedule

On these scheduled holidays, refuse and recycling collection will be delayed one day for the remainder of the week, i.e.

Monday routes will be picked up on Tuesday, etc.

There will be **no refuse or recycling collection** on the following holidays:

November 25, 2010

Thanksgiving Day

January 17, 2011

Martin Luther King Jr. Day

May 30, 2011

Memorial Day

July 4, 2011

Independence Day

September 5, 2011

Labor Day

November 24, 2011

Thanksgiving Day



Household Hazardous Waste Guidelines

Small businesses may bring household hazardous waste to the Monroe County Household Hazardous Waste facility. *(Modest fees may be charged for this service.)*

An appointment is required and can be made by calling **753-7600 / Option #3**. The following is a list of typical items.

ACCEPTABLE

- **Automotive Fluids** (antifreeze, brake, power steering & transmission fluids)
- **Cooking Oil/Cooking Grease**
- **Driveway Sealer**
- **Flammable Products** (gasoline, kerosene, thinners, strippers, solvents, glues, etc.)
- **Household Cleaners** (soaps, waxes, drain cleaners, etc.)
- **Oil-Based & Latex Paints** (for 1/3 gallon or less, remove lid, add kitty litter, let dry and dispose in the regular trash)
- **Mercury** (thermometers, thermostats, fluorescent light bulbs) CFL's are recycled at hardware stores
- **Pesticides & Fertilizers**
- **Pool & Photo Chemicals**

- **Propane Tanks**
(one 20 pound tank only)
- **Rechargeable (Ni-Cad) & Button Batteries**
- **Syringes/Sharps** (safely packaged)
- **Wood Stain & Preservatives**

Limit: 30 gallons of liquid and 75 pounds of solid household waste per appointment.

NOT ACCEPTABLE

- **55 gallon drums**
- **Asbestos** (see yellow pages under "Asbestos Abatement")
- **Cans with Dried Paint** (remove lid and place in trash)
- **Empty Containers**
(place in trash or recycle)
- **Every Day Alkaline Batteries**
(place in trash)
- **Glazing/Spackle & Joint Compounds**
(place in trash)
- **Products Intended for Industrial Use**
- **Smoke Detectors** (trash or contact manufacturer)
- **Used Motor Oil & Lead Acid Batteries**
(contact service station or retailer)

Call 911 for:
**Explosives/Ammunition/Flares/
Black & Smokeless Powder/
Shock-Sensitive Materials**

Winter Tips for Dumpster and On-Property Service Customers

Please be sure that there is a clean and ice-free path to your receptacle. The use of rock salt and other ice melting chemicals is encouraged in the areas around your receptacle.

If you have snow plowing done on your property, please be sure that no snow is piled around the dumpster. There should be at least a 2' path completely around your dumpster to allow for movement and hook up to the truck.



No access available for refuse pickup

Liquid that accumulates in the dumpster between services may freeze, hampering efforts to completely empty your receptacle. Keep liquid out of your receptacle and bag damp materials to minimize freezing. During cold spells, be assured that the dumpster will be completely emptied when the temperature rises enough to thaw out the contents.

Keeping ice from building up on the lids will help eliminate some of the liquid that drains into your receptacle, prevent lids from breaking and enable more efficient service.



Overloaded and no access available for pickup



Proper access for refuse pickup



Proper access for refuse pickup

Rochester's Clean Sweep... Showing Pride in our City

Clean and attractive neighborhoods are vital to the health of our city. Rochester's Clean Sweep brings people together to clean up our streets and build civic pride.

During Clean Sweep, city crews sweep streets, remove graffiti, clean city properties, alleys and underpasses

and repair potholes and unsafe sidewalks.

They trim trees, plant flowers and spruce up city parks, playgrounds and recreation centers.

You can help too!

Everyone is welcome to join Clean Sweep. Join the thousands of others who have taken part either individually, as a family, with co-workers or with block, neighborhood or school groups.

Rochester's Clean Sweep takes place in the spring. To volunteer, sign up online at www.cityofrochester.gov/cleansweep, call 311, or outside of the city, call 428-5990.

Mark your calendars now for Spring Clean Sweep 2011: April 30, May 7, 14, and 21

Keep It Clean!

All of the great things that come from Clean Sweep will be undone if we don't stop littering.

Litter invites crime and blight and lowers our property values. When litter is ignored and tolerated, it becomes accepted behavior.

Let's be a litter free community by leading by example and teaching our youth about the very harmful effects of littering.



Refuse and Recycling

Please use your tear-off service calendar and map for easy reference of important dates to remember.

Refuse is defined as any non-hazardous, non-industrial, non-biomedical discard that is not collected as a recyclable.

Bulk Refuse Items such as furniture or other large non-appliances that do not fit into a refuse container may require boom truck service. These items must be curbside unless you have on-property collection and there is a paved parking area large enough for the vehicle to access. (A per item or per cubic yard disposal fee may be charged.)

Other Refuse

Cooking oil disposal is provided by "rendering" companies. Rendering companies are listed in the yellow pages.

Used motor oil can be disposed of at repair shops and automotive stores.

Recycling Regular household and business recyclables are listed on page 6.

Special Recycling

Appliances such as refrigerators, hot water tanks, washers, etc. placed at the curb will be recycled. Please do not place any appliances in your refuse receptacle. (There is a \$5.00 per appliance removal fee.)

Rimless tires are collected for \$.75 per tire. Rimless passenger truck tires are collected for \$1.50 per tire. If the recycling vehicle is able to pull onto the property, tires may be collected on the property, otherwise they must be placed curbside. The service crew will order removal for you.

Pallets and Wood are recycled if they are free from contaminants such as glass, metal, paint, coatings or toxins. A hauling or recycling fee may be charged.

What We Can't Collect

Electronics such as computers, fax machines, cellular phones, etc. are not disposable as refuse. These products contain mercury, lead and cadmium. Federal and State law require them to be recycled. Electronic recyclers are listed in the computer section of the yellow pages.

Fluorescent bulbs and tubes contain mercury and are not disposable as refuse. These are accepted from small business generators at the Household Hazardous Waste facility. For information call **753-7600**.

Customers may also check with local home improvement stores for **Compact Fluorescent Light Bulb recycling programs**. With a recycling program, the bulbs are packaged, transported and recycled to maximize safety and ensure environmental compliance.



2010 Fall Leaf Pick Up Schedule

This schedule is dependent on the weather and may change if above-normal rain or snow occurs. Check the web for daily updates at www.cityofrochester.gov/leaves

Week #3
Leaves will be picked up
Nov. 15-19

Week #2
Leaves will be picked up
Nov. 8-12

Week #1
Leaves will be picked up
Nov. 1-5

Loose Leaf Drop Off Site
Ferrano & Colfax Streets

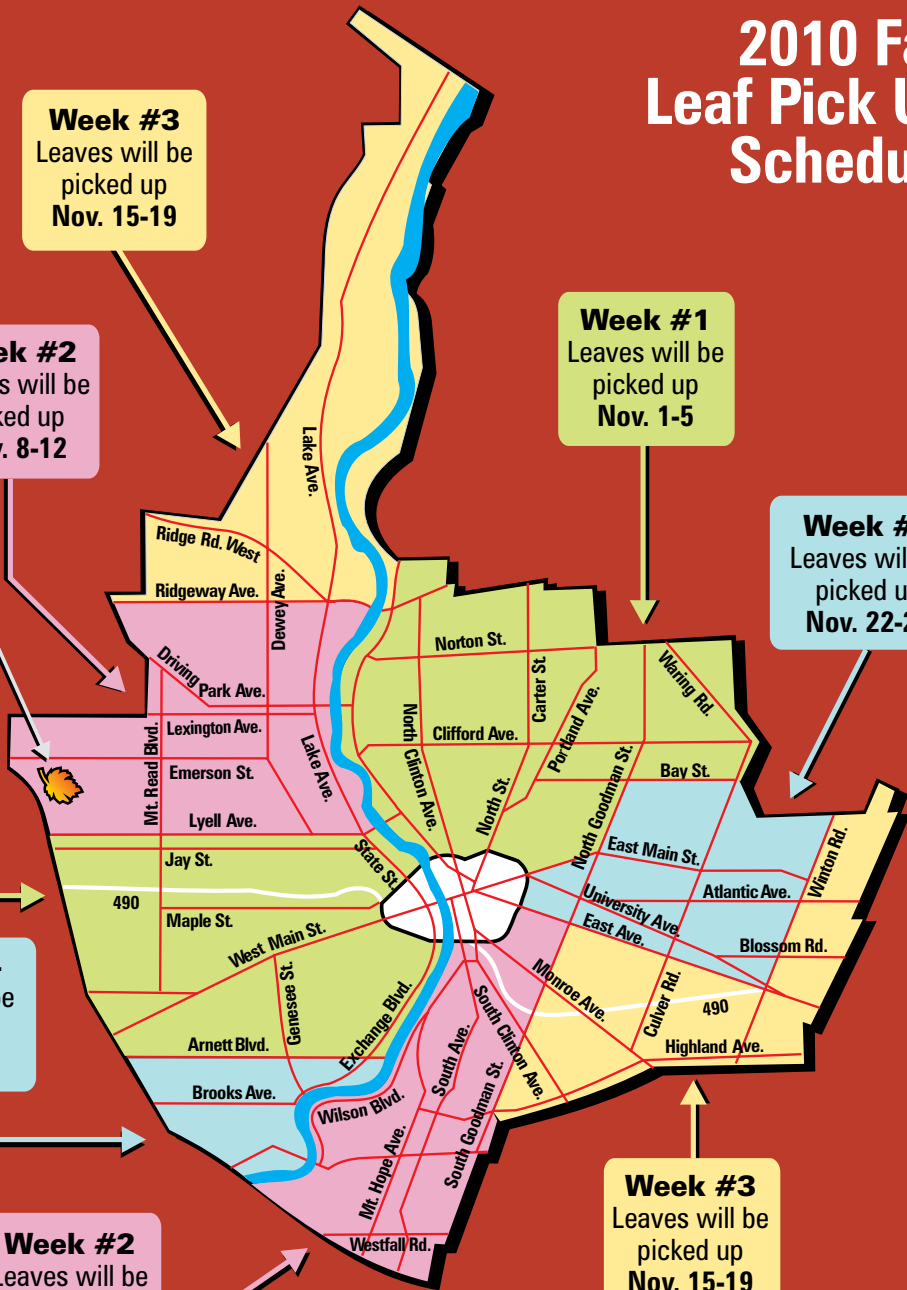
Week #4
Leaves will be picked up
Nov. 22-26

Week #1
Leaves will be picked up
Nov. 1-5

Week #4
Leaves will be picked up
Nov. 22-26

Week #2
Leaves will be picked up
Nov. 8-12

Week #3
Leaves will be picked up
Nov. 15-19



H Holidays
Observed
by Refuse

 Fall Leaf
Pick Up

CS Clean
Sweep

 Chip
Sealing

 Street
Sweeping

CITY OF ROCHESTER 2011 Service Calendar

JANUARY

S	M	T	W	R	F	S
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2	3	4	5	6	7	8
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30	31					

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OCTOBER

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NOVEMBER

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DECEMBER

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City of Rochester

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***“Providing you excellent service
is our mission.”***

—Mayor Robert J. Duffy